

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 24
2. AMENDMENT/MODIFICATION NO. M0003	3. EFFECTIVE DATE 09/29/2014	4. REQUISITION/PURCHASE REQ. NO. See Schedule	5. PROJECT NO. (If applicable)
6. ISSUED BY US NRC - HQ ACQUISITION MANAGEMENT DIVISION MAIL STOP 3WFN-05-C64MP WASHINGTON DC 20555-0001	CODE NRCHQ	7. ADMINISTERED BY (If other than Item 6)	CODE
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) 3LINKS TECHNOLOGIES INC 8701 GEORGIA AVE STE 705 SILVER SPRING MD 209103713	(x)	9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 015229300 FACILITY CODE		x 10A. MODIFICATION OF CONTRACT/ORDER NO. NRC-HQ-13-C-29-0033/NRC-HQ-13-C-29-0033	10B. DATED (SEE ITEM 13) 04/23/2013

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required) Net Increase: \$28,910.91
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR Clause 52.212-4(c) Contract Terms and Conditions - Commercial Items - Changes
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

3LINKS TECHNOLOGIES INC
Contract NRC-HQ-13-C-29-0033
PBX system maintenance and support services contract

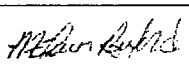
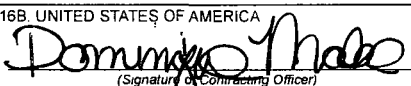
The purposes of this modification are to:

1. Revise the statement of work to add additional tasks, and to add premium pay for night and weekend work hours.

2) Increase the total ceiling from \$359,327.97 by \$66,030.74 to \$425,358.71.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect

15A. NAME AND TITLE OF SIGNER (Type or print) Melvin Buford - President	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) DOMINIQUE MALONE
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 09/26/2014
16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 9/29/2014

NSN 7540-01-152-8070
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

TEMPLATE - ADM001

SUNSI REVIEW COMPLETE

OCT 23 2014

ADM002

The purpose of this modification is to add additional task to the statement of work. As a result of this modification, sections B.1 and B.2 are hereby revised as follows:

**B.1 CONSIDERATION AND OBLIGATION
CONSIDERATION AND OBLIGATION-TIME-AND-MATERIALS CONTRACT (AUG
2011)**

(a) The total estimated amount of this contract (ceiling) for the services ordered, delivered, and accepted under this contract is \$434,844.78.

(b) The contract includes: (1) direct labor hours at specified fixed hourly rates, inclusive of wages, fringe, overhead, general and administrative expenses, and profit.

(c) The amount presently obligated by the Government with respect to this contract is \$163,796.91.

(d) This is an incrementally-funded contract and FAR 52.232-22 - "Limitation of Funds" applies.

B.2 PRICE SCHEDULE

BASE PERIOD YEAR ONE: APRIL 23, 2013 THROUGH APRIL 22, 2014						
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price	Obligated Amount
0001	Telecommunications System Support(PBX, Call Pilot, PASS Plus Services)		Months			

BASE PERIOD YEAR ONE: APRIL 23, 2013 THROUGH APRIL 22, 2014						
CLIN	Description	Qty	Unit	Hourly Rate	Firm Fixed Price	Obligated Amount
0002	Project Supplemental Technical Support					

BASE PERIOD YEAR ONE: APRIL 23, 2013 THROUGH APRIL 22, 2014						
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price	Obligated Amount
0003	Annual Security Audit		Each			

BASE PERIOD YEAR ONE: APRIL 23, 2013 THROUGH APRIL 22, 2014						Obligated Amount
CLIN	Description	Est Qty	Unit	Hourly Rate	Est. Total Price	
0004	Annual Audit System Condition Review		Hours			

BASE PERIOD YEAR ONE: APRIL 23, 2013 THROUGH APRIL 22, 2014						Obligated Amount
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CLIN	Description	Est Qty	Unit	Hourly Rate	Est. Total Price
0005	Quarterly Condition Review		Hours		

BASE PERIOD YEAR ONE:		APRIL 23, 2013 THROUGH		APRIL 22, 2014	
CLIN	Description	Qty	Unit	Not To Exceed Price	Obligated Amount
0006	Other Direct Costs - Travel		Lot		

TOTAL CELING BASE PERIOD YEAR ONE: \$39,465.10 *set ceiling*
\$27,195,13 obligated

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH		APRIL 22, 2015		
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price	Obligated Amount
1001	Telecommunications System Support(PBX, Call Pilot, PASS Plus Services)		Months			

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH		APRIL 22, 2015		
CLIN	Description	Qty	Unit	Hourly Rate	Est. Total Price	Obligated Amount
1002	Project Supplemental Technical Support		Hours		4	0

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH		APRIL 22, 2015		
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price	Obligated Amount
1003	Annual Security Audit		Each			

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH		APRIL 22, 2015		
CLIN	Description	Est. Qty	Unit	Hourly Rate	Est. Total Price	Obligated Amount
1004	Annual Audit System Condition Review		Hours			

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH		APRIL 22, 2015		
CLIN	Description	Est. Qty	Unit	Hourly Rate	Est. Total Price	Obligated Amount
1005	Quarterly Condition Review		Hours			

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH		APRIL 22, 2015		
				Obligated Amount		

CLIN	Description	Qty	Unit	Not to Exceed Price	
1006	Other Direct Costs - Travel		Lot		

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1007	LABOR – System Equipment Updates: The Contractor shall provide/Install system updates/patches as required to keep the system/equipment in good working order, and as recommended, to maintain the equipment in good working order, and as recommended, to maintain the requirement and data switches at the most current operating system level – DATA. Avaya Data Specialist – Technician Minimum 8 Hours on-site – normal hours				

BASE PERIOD YEAR TWO:		October 1, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1008	LABOR – Base Technical Support Service- Express Technology Support for (19) Ethernet Routing Switch 5520-48T PWR - (1 Year Term). OEM Part GE6300845				

BASE PERIOD YEAR TWO:		October 1, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1009	LABOR – Base Technical Support Service Ethernet - Switch Express Technology Support for (2) Routing Switch 5530-24TFD			\$	

Stackable - (1 Year Term) OEM Part GE6300A08				
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BASE PERIOD YEAR TWO: APRIL 23, 2014 THROUGH APRIL 22, 2015					
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1010	LABOR – CS1K Engineer/Technician - normal hours. System Manager Support: the Contractor shall install System Manager and patching for Corporate Directory Repair.			\$	

BASE PERIOD YEAR TWO: APRIL 23, 2014 THROUGH APRIL 22, 2015					
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1011	LABOR – CS1K Engineer/Technician - premium hours (Nights and Weekends). System Manager Support: the Contractor shall install System Manager and patching for Corporate Directory Repair.			\$	

BASE PERIOD YEAR TWO: APRIL 23, 2014 THROUGH APRIL 22, 2015					
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1012	LABOR – CS1K Engineer/Technician - normal hours			\$	

BASE PERIOD YEAR TWO: APRIL 23, 2014 THROUGH APRIL 22, 2015					
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1013	Telephony CS/Enterprise (NORTEL) NO18304 – Tandberg 80GB RDX USB Backup. Backup Tape Drive.			\$	

BASE PERIOD YEAR TWO: APRIL 23, 2014 THROUGH APRIL 22, 2015					
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
014	Avaya Telephony CS/Enterprise (Nortel) NO188706 – Spare 80 GB			\$	

RDX Backup Cartridge. Backup Tape Drive.					
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BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1015	I - LABOR – CS1K Engineer/Technician - normal hours. PBX and Voicemail System Upgrade.			\$	

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1016	I - LABOR – CS1K Engineer/Technician - premium hours. PBX and Voicemail System Upgrade.			\$	

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
017	Materials and ODC				
	NTM427CEE6 – Avaya – CPPM Sig Srv Upg to 7.6 2GB CF			\$	
	SVOM0076 Avaya – SRS – SW Upg L/L to R7.6		-	-	
	NTM447Ae – Avaya – CF SW Inst Kit CPPM R7.6 – NoDng		-	-	
	NTL216899 – Avaya System Manager R6				
	NTL700509621-Avaya System Manager R6.3.9 DVD			\$	

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
LIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
018	M - LABOR – CS1K Engineer/Technician - normal hours. CPPM Card Solution			\$	

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
019	M - LABOR – CS1K Engineer/Technician - premium hours. CPPM Card Solution.	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1020	N - LABOR – CS1K Engineer/Technician - normal hours. Power Outage Support October 18 -20, 2014.	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1021	M - LABOR – CS1K Engineer/Technician - premium hours. October 18 -20, 2014.	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]

BASE PERIOD YEAR TWO:		APRIL 23, 2014 THROUGH APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1022	NTHU62AF Avaya CPDC Signaling Server (Chassis or Cabinet) – 7.5	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]

BASE PERIOD YEAR TWO:		APRIL 23, 2014 Through APRIL 22, 2015			
CLIN	Description	Qty	Unit	Not to Exceed Price	Obligated Amount
1023	Telephone Refurbishing or Replacement	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

TOTAL AMOUNT BASE PERIOD YEAR TWO	ceiling	\$90,289.89
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obligated \$ 20,879,630.85

BASE PERIOD YEAR THREE		APRIL 23, 2015 THROUGH APRIL 22, 2016			Obligated Amount
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price

2001	Telecommunications System Support(PBX, Call Pilot, PASS Plus Services)		Months			
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BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016					
CLIN	Description	Qty	Unit	Hourly Rate	Est. Total Price
2002	Project Supplemental Technical Support		Hours		

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016					
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price
2003	Annual Security Audit		Each		

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016					
CLIN	Description	Est. Qty	Unit	Hourly Rate	Est. Total Price
2004	Annual Audit System Condition Review		Hours		

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016					
CLIN	Description	Est. Qty	Unit	Hourly Rate	Est. Total Price
2005	Quarterly Condition Review		Hours		

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016					
CLIN	Description	Qty	Unit	Not to Exceed Price	
2006	Other Direct Costs - Travel		Lot		

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016					
CLIN	Description	Qty	Unit	Not to Exceed Price	
2007	LABOR – System Equipment Updates: The Contractor shall provide/Install system updates/patches as required to keep the system/equipment in good working order, and as recommended, to maintain the equipment in good working order, and as recommended, to maintain the requirement and data switches at the most current operating system level Avaya Data Specialist – Technician Minimum 8 Hours on-site – normal hours.				

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016				
CLIN	Description	Qty	Unit	Not to Exceed Price
2008	LABOR – Base Technical Support Service- Express Technology Support for (19) Ethernet Routing Switch 5520-48T PWR - (1 Year Term). OEM Part GE6300845	[REDACTED]	[REDACTED]	[REDACTED]

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016				
CLIN	Description	Qty	Unit	Not to Exceed Price
2009	LABOR – Base Technical Support Service Ethernet - Switch Express Technology Support for (2) Routing Switch 5530-24TFD Stackable - (1 Year Term) OEM Part GE6300A08	[REDACTED]	[REDACTED]	[REDACTED]

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016				
CLIN	Description	Qty	Unit	Not to Exceed Price
2010	LABOR – CS1K Engineer/Technician - normal hours. System Manager Support: the Contractor shall install System Manager and patching for Corporate Directory Repair.	[REDACTED]	[REDACTED]	\$ 0

BASE PERIOD YEAR THREE: APRIL 23, 2015 THROUGH APRIL 22, 2016				
CLIN	Description	Qty	Unit	Not to Exceed Price
2011	LABOR – CS1K Engineer/Technician - premium hours. System Manager Support: the Contractor shall install System Manager and patching for Corporate Directory Repair.	[REDACTED]	[REDACTED]	\$ 0

BASE PERIOD YEAR TWO: APRIL 23, 2014 THROUGH APRIL 22, 2015				
LIN	Description	Qty	Unit	Not to Exceed Price
024	Telephone Refurbishing or Replacement	[REDACTED]	[REDACTED]	\$0

TOTAL AMOUNT BASE PERIOD YEAR THREE:	\$70,416.20
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OPTION YEAR ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017					
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price
3001	Telecommunications System Support(PBX, Call Pilot, PASS Plus Services)		Months		

OPTION YEAR ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017					
CLIN	Description	Qty	Unit	Hourly Rate	Est. Total Price
3002	Project Supplemental Technical Support		Hours		

OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017					
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price
3003	Annual Security Audit		Each		

OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017					
CLIN	Description	Est. Qty	Unit	Hourly Rate	Est. Total Price
3004	Annual Audit System Condition Review		Hours		

OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017					
CLIN	Description	Est. Qty	Unit	Hourly Rate	Est. Total Price
3005	Quarterly Condition Review		Hours		

OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017					
CLIN	Description	Qty	Unit	Not to Exceed Price	
3006	Other Direct Costs - Travel		Lot		

OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017					
CLIN	Description	Qty	Unit	Not to Exceed Price	
3007	LABOR – System Equipment Updates: The Contractor shall provide/Install system updates/patches as required to keep the system/equipment in				

	<p>good working order, and as recommended, to maintain the equipment in good working order, and as recommended, to maintain the requirement and data switches at the most current operating system level Avaya Data Specialist – Technician Minimum 8 Hours on-site – normal hours</p>			
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OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017				
CLIN	Description	Qty	Unit	Not to Exceed Price
3008	LABOR – Base Technical Support Service- Express Technology Support for (19) Ethernet Routing Switch 5520-48T PWR - (1 Year Term). OEM Part GE6300845	[REDACTED]	[REDACTED]	[REDACTED]

OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017				
CLIN	Description	Qty	Unit	Not to Exceed Price
3009	LABOR – Base Technical Support Service Ethernet - Switch Express Technology Support for (2) Routing Switch 5530-24TFD Stackable - (1 Year Term) OEM Part GE6300A08	[REDACTED]	[REDACTED]	[REDACTED]

OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017				
CLIN	Description	Qty	Unit	Not to Exceed Price
3010	LABOR – CS1K Engineer/Technician - normal hours. System Manager Support: the Contractor shall install System Manager and patching for Corporate Directory Repair.	[REDACTED]	[REDACTED]	\$ [REDACTED]

OPTION PERIOD ONE: APRIL 23, 2016 THROUGH APRIL 22, 2017				
CLIN	Description	Qty	Unit	Not to Exceed Price
3010	LABOR – CS1K Engineer/Technician - premium	[REDACTED]	[REDACTED]	\$ [REDACTED]

hours. System Manager Support: the Contractor shall install System Manager and patching for Corporate Directory Repair.			
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TOTAL OPTION YEAR ONE	
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OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018					
CLIN	Description	Qty	Unit	Fixed Unit Price	Firm Fixed Price
4001	Telecommunications System Support(PBX, Call Pilot, PASS Plus Services)		Months		

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018					
CLIN	Description	Qty	Unit	Hourly Rate	Est. Total Price
4002	Project Supplemental Technical Support		Hours		

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018					
CLIN	Description	Qty	Unit	Fixed Unit Price	Est. Total Price
4003	Annual Security Audit		Each		

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018					
CLIN	Description	Est. Qty	Unit	Hourly Rate	Est. Total Price
4004	Annual Audit System Condition Review		Hours		

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018					
CLIN	Description	Est. Qty	Unit	Hourly Rate	Est. Total Price
4005	Quarterly Condition Review		Hours		

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018					
CLIN	Description	Qty	Unit	Not to Exceed Price	
4006	Other Direct Costs - Travel		Lot		

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018					
CLIN	Description	Qty	Unit	Not to Exceed Price	
4007	LABOR – System Equipment Updates: The Contractor shall provide/Install system updates/patches as required to keep the system/equipment in				

	<p>good working order, and as recommended, to maintain the equipment in good working order, and as recommended, to maintain the requirement and data switches at the most current operating system level Avaya Data Specialist – Technician Minimum 8 Hours on-site – normal hours</p>			
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OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018				
CLIN	Description	Qty	Unit	Not to Exceed Price
4008	LABOR – Base Technical Support Service- Express Technology Support for (19) Ethernet Routing Switch 5520-48T PWR - (1 Year Term). OEM Part GE6300845	[REDACTED]	[REDACTED]	[REDACTED]

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018				
CLIN	Description	Qty	Unit	Not to Exceed Price
4009	LABOR – Base Technical Support Service Ethernet - Switch Express Technology Support for (2) Routing Switch 5530-24TFD Stackable - (1 Year Term) OEM Part GE6300A08	[REDACTED]	[REDACTED]	[REDACTED]

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018				
CLIN	Description	Qty	Unit	Not to Exceed Price
3010	LABOR – CS1K Engineer/Technician - normal hours. System Manager Support: the Contractor shall install System Manager and patching for Corporate Directory Repair.	[REDACTED]	[REDACTED]	\$ [REDACTED]

OPTION PERIOD TWO: APRIL 23, 2017 THROUGH APRIL 22, 2018				
CLIN	Description	Qty	Unit	Not to Exceed Price
3010	LABOR – CS1K	[REDACTED]	[REDACTED]	\$ [REDACTED]

Engineer/Technician - premium hours. System Manager Support: the Contractor shall install System Manager and patching for Corporate Directory Repair.				
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TOTAL OPTION YEAR TWO	\$66,589.07
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OPTIONAL TASK APRIL 23, 2013 THROUGH APRIL 22, 2014					
CLIN	Description	Qty	Unit	Firm Unit Price	Firm Fixed Price
0007	AS5300 Support		Months		

OPTIONAL TASK APRIL 23, 2014 THROUGH APRIL 22, 2015					
CLIN	Description	Qty	Unit	Firm Unit Price	Firm Fixed Price
1007	AS5300 Support		Months		

OPTIONAL TASK APRIL 23, 2015 THROUGH APRIL 22, 2016					
CLIN	Description	Qty	Unit	Firm Unit Price	Firm Fixed Price
2007	AS5300 Support		Months		

OPTIONAL TASK APRIL 23, 2016 THROUGH APRIL 22, 2017					
CLIN	Description	Qty	Unit	Firm Unit Price	Firm Fixed Price
3007	AS5300 Support		Months		

OPTIONAL TASK APRIL 23, 2017 THROUGH APRIL 22, 2018					
CLIN	Description	Qty	Unit	Firm Unit Price	Firm Fixed Price
4007	AS5300 Support		Months		

**D.1 PERFORMANCE Work Statement (PWS)
U.S. Nuclear Regulatory Commission Region II
Telecommunication Systems Maintenance**

I. BACKGROUND

The mission of the U.S. Nuclear Regulatory Commission (NRC) is to license and regulate the Nation's civilian use of byproduct, source, and special nuclear materials to ensure adequate protection of public health and safety, promote the common defense and security, and protect the environment. The NRC's scope of responsibility includes regulation of commercial nuclear power plants; research, test, and training reactors; nuclear fuel cycle facilities (also called fuel cycle facilities); medical, academic, and industrial uses of radioactive materials; and the trans- port, storage, and disposal of radioactive materials and wastes. The NRC's regulations are de- signed to protect the public and occupational workers from radiation hazards in those industries using radioactive materials.

The NRC Region II (RII) office is located in Atlanta, GA. The majority of NRC personnel work in the Regional office. Other RII remote offices known as Resident Inspector Offices exist throughout the United States. Region II is the NRC's center for new construction of nuclear power plants and fuel fabrication facilities throughout the United States.

II. OBJECTIVE

To obtain telecommunications system maintenance and associated support for NRC, Atlanta, GA., and to provide uninterrupted operation of NRC telecommunication systems, 24 hours per day, 7 days per week, 365 days per year.

Premium pay in this statement of work is night pay from 6 p.m. to 11:59 p.m. Friday and premium also includes weekend pay from midnight Saturday to 6 a.m. Monday morning. The Contractor shall maintain and service the telecommunication systems\equipment (both hardware and software) listed below in Table 1 and provide associated support as required within this PWS. Contractor support includes maintenance and knowledge of the following equipment:

Equipment to be serviced- Table 1 is a description of the equipment to be covered by the contract (Including all sub components, i.e. cards, switches, server, card shelves, etc.):

Quantity	Unit	Manufacturer	Model	Version
1	PBX	Avaya	CS1000E	7.5
1	Call Pilot	Nortel/Avaya	1006R	6.0

Table 1

Section D.4 contains a detailed equipment inventory of components.

The Contractor shall provide technical assistance for the systems/applications listed

above. Specific tasks are:

- a. Qualified Personnel: The Contractor shall provide personnel that are fully qualified (certified and experienced) and trained on the telecommunication system/equipment to perform maintenance support services (both hardware and software) and other ancillary maintenance support services, as needed. Maintenance/emergency service shall be performed by the contractor, as required, as specified below, 24 hours per day, seven days per week. Maintenance shall be performed on-site at the U.S. Nuclear Regulatory Commission, 245 Peachtree Center Ave. NE, Ste 1200, Atlanta, GA 30303.
- b. Telecommunications System: The Contractor shall provide monthly maintenance for all telecommunications systems hardware/equipment (including software and sub components) listed in Table 1 above. The communications media is six (6) PRI's (Primary Rate Interface) for local service (Windstream Communications) and two (2) PRI's for long distance (Verizon) and one (1) Tie Trunk circuit to a Cisco ISDN Codian gateway system. Contractor maintenance services shall consist of keeping equipment in serviceable condition or restoring equipment to serviceable condition. The monthly maintenance shall include remedial maintenance and emergency services (all levels of manufacturer support; i.e. PASS with Avaya) needed to restore the equipment to good working order (including parts and labor). Also included shall be the installation including changes and enhancements, software programming changes that may be applicable to correct system program errors or malfunctions as well as any upgrades (software/hardware) deemed necessary by the customer.

III. SPECIFIC TASKS

The contractor shall provide the following:

- a. Point of Contact: The contractor shall provide a phone number for reporting service requests, preferably toll free.
- b. Service Calls: Assure that request for calls will be answered 24 hours a day, seven days a week.
- c. Coverage: The Contractor shall provide maintenance coverage 24 hours a day, 7 days a week, 365 days per year. The Contractor shall repair/replace all inoperable equipment on site. The Contractor shall not remove any equipment from the NRC facility without leaving like equipment functioning /operational.
- d. Emergency Response Time (Major Outage): The Contractor shall respond by phone follow-up within 1 hour and if needed, arrive on-site within four (4) hours same day for a major outage. Major outage is serious loss of function such as loss of one (1) core, loss of more than one (1) PRI/T1 connection (due to card failure), loss of Call Pilot, Ethernet switch, server, or external call routing.
- e. Non-Emergency Response Time: The Contractor will respond by phone follow-up within 1 hour (non-service affecting/minor situations. (e.g. Terminal number (TN/DN) port malfunction, 1 switch generated ISDN line not functioning) and, if needed, arrive on-site the next business day.
- f. Project Supplemental Technical Support: The Contractor shall provide supplemental

technical support (estimated 24 hours per year) to include, but not be limited to the following: line appearances, forwarding capabilities, changes/add-ons/moves, providing Integrated Services Digital Network (ISDN) circuits for secure phones, Unified Communication Manager (UCM) functionality, and detailed call reports.

- g. System Equipment Updates: The Contractor shall provide/install system updates\patches as required to keep the system/equipment in good working order, and as recommended, to maintain the equipment and data switches at the most current operating system level. These updates shall include software and firmware required, and the updates shall be installed on a quarterly basis. All updates\patches shall require NRC review and approval, prior to implementation. Updates/upgrades and patches requiring system reboots need to be scheduled with NRC.
- h. Upgrades: The Contractor shall supply NRC a written description of all required and recommended (including cost justification) upgrades.
- i. Security Analysis: The Contractor shall comply with NRC administrative, physical and technical security controls to ensure all the Government's security requirements are met. All Contractor staff must be U.S. citizens and are required to check-in at the receptionist desk to obtain a visitor's badge. Contractors are required to be escorted by an NRC employee during all times, while in NRC space. The Contractor shall address and resolve issues related to the security of the PBX.
- The Contractor shall have a documented method for notifying users of new or recurring security problems.
 - All problems that pose a security threat to the PBX shall be prioritized and addressed in the order of highest [to lowest] threat to the PBX.
 - If security problems are identified by the vendor in a supported release, the Contractor shall make that information available to authorized user representatives in a protected fashion.
 - If possible, security fixes to identified security problems shall not require the installation of the next release of the PBX software.
 - All user login information and access configurations shall be protected by the vendor and treated in a restricted manner.
 - Contractor personnel shall not access the PBX, either remotely or on the user's site, without prior authorization from the Government.
 - Contractor personnel accessing the PBX shall not bypass user security procedures.
 - All new software features and patches shall be tested first on the offline core and be approved by an appropriate testing organization, prior to installation on an operational system.
 - Tests that modify live data shall not be performed.
 - A risk analysis shall be conducted of proposed software changes to determine their impact on PBX security.
 - Any changes to security features or security defaults shall be documented and made available to the user before the software is distributed.
 - All maintenance and feature releases shall be subject to the entire set of development life cycle requirements.

- Documentation shall be provided that describes the secure administration, operation and use of new software features and fixes.
- j. System Manager: The Contractor shall install System Manager and patching for Corporate Directory repair. The installation will be conducted on a Friday night, Saturday, Sunday, and support is requested for Monday to correct any problems that may arise. Night pay is authorized from 6 p.m. Friday to midnight and weekend pay is authorized midnight Saturday to 6 a.m. Monday morning. The Contractor is also authorized travel costs and the cost of materials (i.e. software).
- k. Backup Tape Drive: The Contractor shall procure and install a USB RDX backup tape drive for CallPilot. The installation will be conducted on a Friday night, Saturday, Sunday, and support is requested for Monday to correct any problems that may arise. Night pay is authorized from 6 p.m. Friday to midnight and weekend pay is authorized midnight Saturday to 6 a.m. Monday morning. The Contractor is also authorized travel costs and the cost of materials (i.e. hardware).
- l. PBX and Voicemail System Upgrade: Upgrade the PBX and voicemail system to the latest version to include all patches. The installation will be conducted on a Friday night, Saturday, Sunday, and support is requested for Monday to correct any problems that may arise. The standard labor rates apply.
- m. CPPM Card Solution: Implement a cost effective solution to resolve the issues with the Call Server CPPM card considering space constraints for the equipment. The installation will be conducted on a Friday night, Saturday, Sunday, and support is requested for Monday to correct any problems that may arise. The standard labor rates apply.
- n. Power Outage Support: The Contractor shall provide telecommunications support for a scheduled Power Outage on October 18, 2014 to October 20, 2014. The support will include the shutdown and startup of all telecommunications components and equipment (i.e. PBX, CallPilot, switches, etc.). Weekend pay is authorized from midnight Saturday to 6 a.m. Monday morning. The Contractor is also authorized travel costs.

IV. DELIVERABLES

All work performed on the equipment shall be recorded on a maintenance action reporting form and a copy shall be provided to the NRC. The Contractor's service maintenance technician personnel shall provide a separate report for each equipment failure/service call and shall include a detailed description of the work performed. A copy of the reports shall be kept in a service logbook in the NRC equipment room. At a minimum, the following data shall be available on each service report:

- Date and time of the service request
 - Failed equipment location
 - Name of person requesting service (NRC contact)
 - Contact phone and extension
 - Type and description of equipment failing
 - Serial number and property tag of failed equipment
 - Description of failure
 - Summary of work performed to correct the failure
 - Signature of service maintenance technician performing work
 - Time equipment returned to In-Service condition
 - Signature of NRC contact accepting unit back in-service
- a. Annual Security Audit: The Contractor shall perform an annual security audit that identifies system security risks and available enhancements for all equipment and software within the scope of this project, and review audit results with the NRC COR. The Contractor shall perform the audit within the first thirty (30) days of each period of performance and provide a written report, to the NRC COR, no later than 30 days after completion. The report shall be sent via email to the NRC COR and include at a minimum the following: list of activities performed, status, issues/concerns, and recommendations.
- b. Annual Audit System Condition Review: The Contractor shall perform an annual audit of the systems condition and environment, identify any risk factors and performance issues, and review the audit results with the NRC COR. This includes all equipment and software within the scope of the project. The Contractor shall perform the audit within the first thirty (30) days of each period of performance and provide a written report to the NRC COR no later than 30 days after completion. The report shall be sent via email to the NRC COR and include at a minimum the following: list of activities performed, status, issues/concerns, and recommendations.
- c. Quarterly Condition Review: The Contractor shall perform a quarterly condition review of systems, its alarms and event logs, identify any performance concerns, including patch/release levels and upgrades available and review the results with the NRC COR. The Contractor shall perform the review within the first thirty (30) days of each quarter during the period of performance and provide a written report to the NRC COR no later than 30 days after completion. The report shall be sent via email to the NRC COR and include at a minimum the following: list

of activities performed, status, issues/concerns, and recommendations.

V. PLACE OF PERFORMANCE

For major outage phone follow-up within 1 hour, arrive on-site within 4 hours for the Region II Marquis One Tower office location. For non-emergencies phone follow-up within 2 hours, if needed, arrive on-site next business day for the Region II Marquis One Tower office location.

Service shall take place at the following address:

Name	Address
Marquis One Tower Personnel: 300 Floors: 8-14 Square Footage: 80,000	245 Peachtree Center Ave NE Ste 1200 Atlanta, GA 30303

VI. NRC POINT OF CONTACT

Shawanna Heath
 Contracting Officer Representative
 PH: (404) 997-4828

VII. GOVERNMENT-FURNISHED DATA AND/OR INFORMATION

The Government will provide the Contractor with the necessary information and programming documentation required to complete the task. The Government will provide the contractor personnel access to the system\equipment to perform maintenance service. Data generated in the performance of this SOW will be the property of the US government, under the control and release authority of NRC.

D.2 PERFORMANCE REQUIREMENTS SUMMARY

The contractor performance is considered acceptable according to the criteria delineated in the table below. Failure to meet the performance standards will result in applicable invoice deduction amount and may have a negative impact on the Government's decision to exercise options for future periods of performance.

PERFORMANCE REQUIREMENTS SUMMARY				
Required Service	Performance Standard	Method of Surveillance	Performance Requirement	Invoice CLIN Deduction
Emergency Response Time (Major Outage)	Respond by phone follow up within 1 hr. and on-site within <u>hours</u> same day for a major outage	NRC COR documentation	On time response	50% of monthly invoice
Non-Emergency Response Time	Non-emergency response (non-service affecting/minor situations) call within 1 hr. and on-site the next day	NRC COR documentation	On time response	25% of monthly invoice
Annual Security Audit\Report	Report received within 30 days after the beginning of the performance period	NRC COR documentation	On time submission	2% for 5 days exceeding the 30 day requirement 5% for 15 days 10% for 20 days 75% for 30 days, which will then result in an unfavorable performance review
Annual Audit System Condition Review\Report	Report received within 30 days after the beginning of the performance period	NRC COR documentation	On time submission	2% for 5 days exceeding the 30 day requirement 5% for 15 days 10% for 20 days 75% for 30 days, which will then result in an unfavorable performance review
Quarterly Condition Review Report	Report received within 30 days after the beginning of the performance period	NRC COR documentation	On time submission	2% for 5 days exceeding the 30 day requirement 5% for 15 days 10% for 20 days 75% for 30 days, which will then result in an unfavorable performance review

D.3 QUALITY ASSURANCE SURVEILLANCE PLAN

QUALITY ASSURANCE SURVEILLANCE PLAN	
QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)	
<p>I. <u>Objective:</u></p>	<p>NRC will evaluate the contractor's performance by reviewing all deliverables to ensure quality and timeliness. NRC personnel will record all surveillance observations, i.e., late deliverables and response times. Any action taken by the Contracting Officer as a result of deficiencies identified by NRC's quality assurance surveillance plan will be in accordance with the terms of the contract.</p>
<p>II. <u>Roles and responsibilities:</u></p>	<p>Contracting Officer-</p> <p>Has the overall responsibility for overseeing the contractor's performance. The CO is also responsible for contract administration; reviewing the CORs assessment of the contractor's performance; and resolving any issues between the COR and the contractor.</p> <p>Contracting Officer Representative -</p> <p>Is responsible for the day-to-day monitoring, assessing, recording and reporting on the technical performance of the contractor in accordance with the "Performance Requirement Summary". The COR will have primary responsibility for completing "Surveillance Monitoring Forms" which will be used to document the inspection and evaluation of the contractor's work performance.</p>
<p>III. <u>Deliverables:</u></p>	<p>See PWS SECTION IV.</p>

IV. **Performance Standards:**

See PWS Section D.1

V. **Surveillance Methods:**

The COR will perform inspections and surveillance activities using established performance standards set forth in the contract. The following techniques will be used to perform surveillance:

- Visual inspections of equipment
- Review of Annual Security Audit, Annual Audit System Condition Review, and Quarterly Condition Review reports
- Review of Telephone Log books
- Independent testing and verification
- Review of contractor invoices (with supporting documentation)

Inspections: *The COR will perform random inspections quarterly to ensure compliance with the performance standards set forth in the PWS.*

VI. **Risk Factors:**

- Level of technician experience provided by contractor

D.4

EQUIPMENT INVENTORY

Telecommunications Equipment Inventory		
Avaya CS1000e Release 7.5		
Qty	Part Number	Description
2	NTTL19AA	TM/OTM Additional Client 1 PC
1	NTTL51DCE6	TM 3.2 Svr License 50 Set – USB Dongle
19	AL1001E05-E5	5520-48-T-PWR
4	AL1001E07-E5	5530-24TFD NA PWR CORD
1	NTZE19EA	Multimedia Mailbox – Voice 500
5	NTZE07BA	CP (F) 2 Add Fax Channels
1	NTZE10HB	CP Fax Capability – 20 Users
1	A0355200	Power Fail Transfer Unit
1	N0193176	Mgte Amphnol RJ45 Adapter
30	NTYS08AAE6	Expansion Module 1110 Series
1	NTE95006	SW Pkg 57-BARS-BASIC Alternate
1	NTZE39AB	CP-M1 CS1000M E SW Integration
1	NTZE4001	Callpilot New Sys
112	NTE907AD	1 Premium Service Package TDM User License
3	MTM427ACE6	CPPM Signaling Server IP
500	NTE907EB	1 Prem IP Set License R5.5
54	NTE907HB	1 Prem ACD Agent License R5.5
84	AA1419048-E6	1 Port 1000Base-SX SFP GBIC
1	SVM0026	SRS Contract Associated Flag
1	NTHU60AB	CS1000E CPPM OL/OT HA Chassis
3	NTDU22HB	MG1000E Chassis
3	NTHU62AC	CPPM Cab/Chas Signaling Server R6
1	NTE900CF	CS1000E CPPM HA SYS SW R6
1	NTL700501093	System Manager Server
1	NTL216899	System Manager R6
3	NTM427CDE6	CPPM SS Linux Upg-7.5 CFC
612	SVOM0074	SRS-SW Upgrade L/L to R7.5
1	NTM447AD	CF SW Inst Kit CPPM R7.5 No Dong
1	NTL700501897	System Manager 6.1 SP3 DVD
500	NTYS05BCE6	IP 1140E Eng Text Kcaps w/o PS
1		Dell Custom Server Option TM (PE R300)
1	BCM50e	BCM50e
15		IP 2033 Conference phone
20	NTMN34GC70E6	M3904 Digital Telephone Set
4	NT8D09CAE5	Extended Analog MW Line Card
3	NT8D02HAE5	Card 16 Port XDLC – Digital Line Card
2	NTBK22AA	MISP Opt11 BRI Signaling Processor
4	NTDU23AC	MG1000 Chassis Expander
10	NTSF6800	TMDI Pkg (1.5mb DTI/PRI)
128	NTE980JA	SIP Access Port License
5	NT6D71ABE5	Card U Interface, BRI Line, 8 Port
1	NTZE78GBE5	Callpilot 5.0 1005r v2 BASE – 96 MPUs
1	NTRB18DAE5	MGATE DS30 RJ45, CALLPILOT32
1	NTCZ62AC	App Gateway 2000 x306 Base Pkg
2	NTCZ53CA	Voice Office License 250 IP Phones
1	NTZE11HA	CP Desktop Message 20 Users
8	NTZE07EA	CP(F) Voice Channels 2 Add
4	NTAK20ADE5	Stratum 3 Click Controller Daughterboard
2	NTTL06AA	TM/OTM Billing General 250 Rus Exp
1	NTTL05CA	TM/OTM Billing General 50 Rus
2	NTL04FA	TM Sets Expansion (250)
CSU/DSU		
10	77965	Kentrox T-Serv II Basic Stand Alone CSU
10	77995	Kentrox Power Supply for T-Serv CSU
10	93025151	Kentrox Cable RJ48C (M) to DA15 (F) 25ft
Data Switches		
19	GE6300845	Ethernet Routing Switch 5520-48T PWR
2	GE300A08	Routing Switch 5530-24TFD Stackable